

SUPPORT SERVICES COORDINATOR

JOB TITLE: Support Services Coordinator

GRADE: 14

JOB CODE: 2901

DATE: 11/8/95

GENERAL FUNCTION: Under administrative direction, supervises a staff of support associates of the agency in the process of patient registration, data entry, fee collection, generating both for services rendered and accounting for payments received.

DISTINGUISHING CHARACTERISTICS OF THE CLASS: This classification is characterized as a working first-line supervisory position responsible for overseeing a staff of support associates and has overall responsibility for medical records maintenance. The incumbent would be responsible for maintaining an up-to-date knowledge of the entire registration, data entry, and financial management activities for patient services rendered. The incumbent could supervise staff assigned to general medical, environmental, WIC, Home Health or the Commission for Handicapped Children.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Maintain patient record. Check medical record for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow up visit. File laboratory reports in medical record. Check coding of service rendered as appropriate.

Enter information on services rendered into the computer according to medical record manual and service manual. (Appropriate for P.E.F., WIC, Environmental, and C.H.C.).

Enter data on medical information needed for the 485, 486, and 487 and the HHS-1 for physician orders and third party payers

Collect fee from patient, if able to pay; issue receipt, and enter into computer.

Check to make sure all service documents have been turned in.

Reconcile previous days services with fees obtained and correct as necessary.

Reconcile monthly cash listings to home health and waiver revenue and expense reports.

Retrieve from computer select reports to generate bill for patient, third party payor, license fee for environmental program. Send bill to client/patient.

Enter payment received in the computer. Work with denial billings with third party payor and resubmit for accounts receivable.

JOB TITLE: Support Services Coordinator (Cont'd)

JOB CODE: 2901

Monitor and report uncollectible account receivables.

Review and implement corrective action on billing information by use of the pre-billing register.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

Supervise subordinate staff. Organize work for staff, schedule staff for routine and specialized medical services, review the work of staff to ensure completeness and accuracy. Evaluate the performance of employees assigned.

Evaluate the support services process to ensure smoother operation; review periodic reports for error ratings, denied billings, and other statistical/operational information. Prepare responses as appropriate.

Maintain up-to-date knowledge of support service regulating and program standards, medical or environmental records. Attend local state conferences, workshops, conduct staff meetings.

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: This position would require direct supervision of support services staff assigned.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Minimum Education, Training, and Experience Requirements: High school diploma or GED. Five (5) years of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, or computer entry. Additional education (college, vocational school, etc.) may be substituted for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

PRINCIPAL SUPPORT SERVICES ASSOCIATE

JOB TITLE: Principal Support Services Associate

GRADE: 11

JOB CODE: 2902

DATE: 11/8/95

GENERAL FUNCTION: Under general direction has responsibility for registering patients according to agency and program policy, entering vital and medical information related to the patient in the computer, collection of fees for services, reconciling fees against services rendered, and prepares bills and auditing fees received. The incumbent in this position would have a thorough knowledge of the billing process and would be able to intervene at any step to reconcile services and fees, generate bills for denied services, services rendered, processing and transmitting bills to third party payers, receiving payment and accounting for these payments according to standards.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Maintain patient record. Check medical record for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. procedures and coding Check coding of service rendered as appropriate.

Enter information on services rendered into the computer according to medical record manual and service manual. (Appropriate for P.E.F., WIC, Home Health, Environmental, and C.H.C.)

Data entry of all revenues received into the automated billing system (within 5 working days of receipt).

Monitor and report uncollectible account receivables.

Review and implement corrective action on billing information by use of the pre-billing register.

Document and maintain historical corrections in the automated billing system.

Conduct data entry of medical information needed on the 485, 486 and 487, and the HHS-1 for physicians' orders and third party payor billing requirements.

Collect fee from patient, if able to pay; issue receipt, and enter into computer.

Check to make sure all service documents have been completed and returned.

JOB TITLE: Principal Support Associate (Cont'd)

JOB CODE: 2902

Reconcile previous days services with fees obtained from computer/manual reports and correct as necessary.

Retrieve from computer select reports to generate bill for patient, third party payor, license fees for environmental program. Send bill to client/patient.

Enter payment received into the computer. Work with denied billings with third party payor to resubmit for account receivable.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: Incumbent may supervise support associate staff.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, and subjective filing systems.

Considerable knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

Considerable ability to deal courteously with the public, supplying general information and direction in a clear, concise manner.

Considerable knowledge of the appropriate reporting system and its application for automation of patient needs and service rendered.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. Three (3) years of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, and computer entry.

JOB TITLE: Principal Support Associate (Cont'd)

JOB CODE: 2902

Additional education (college, vocational school, etc.) in the field may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

SENIOR SUPPORT SERVICES ASSOCIATE

JOB TITLE: Senior Support Services Associate

GRADE: 8

JOB CODE: 2903

DATE: 11/8/95

GENERAL FUNCTION: Under general direction has responsibility for registering patients according to agency and program policy and entering data concerning patient(s) and services received into the statewide PEF, WIC, Home Health or Environmental Computerized Network System(s).

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration.

Assist patient in completing appropriate forms.

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient record. Check medical records for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. Check coding of service rendered on approval.

File and return medical records prior to follow-up visit for subsequent visit.

Collect and record fee(s) obtained from patients as payment for service.

Type routine letters, labels, and other appropriate material.

Answer phone. Schedule initial and follow-up appointments.

Verify/review appropriate services report sheet (P.E.F., T.A.D, Inspection) of services provided to ensure completeness and accuracy of information. Enter information using CRT keyboard into the statewide computerized network.

Issue WIC using computer generated voucher. Audit vouchers for validation and revalidation.

Issue governmental permits as they are generated from computer.

JOB TITLE: Senior Support Associate (Continued)

JOB CODE: 2903

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, and subjective filing systems.

Considerable knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

Considerable ability to deal courteously with the public, supplying general information and direction in a clear, concise manner.

Considerable knowledge of the appropriate reporting system and its application for automation of patient needs and service rendered.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. One (1) year of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, or computer entry.

Additional education (college, vocational school, etc.) may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

SUPPORT SERVICES ASSOCIATE

JOB TITLE: Support Services Associate

GRADE: 5

JOB CODE: 2904

DATE: 11/8/95

GENERAL FUNCTION: Under general direction has responsibility compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make an appointment for follow-up and may collect a fee for the services rendered by individuals receiving services from the local health department.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration.

Assist patient in completing appropriate forms.

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient record. Check medical records for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. Check coding of service rendered as appropriate.

File and return medical records prior to follow-up visit for subsequent visit.

Collect and record fee(s) obtained from patients for payment of services.

Type routine letters, labels, and other appropriate material.

Answer phone, schedule initial and follow-up appointments.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility required.

JOB TITLE: Support Services Associate (Cont'd)

JOB CODE: 2904

JOB SPECIFICATIONS:

Knowledge and Abilities:

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, sectional, and subjective filing systems.

Some knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily to prescribe to departmental routine, and follow simple oral and written instructions.

Ability to deal courteously with the public, supplying general information and directions in a clear, concise manner.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. No experience necessary

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.